

**RECREATION
ASSISTANT
NF-0189-03**

**COFFEE SHOP
& CYBER CENTER
MORALE, WELFARE
& RECREATION**

I. POSITION AND ORGANIZATION INFORMATION

Position:

Supervisory Recreation Aid, NF-0189-04

Purpose of position:

The primary purpose of this position is to develop and administer a recreation program which includes the operation of the Coffee Shop and Cyber Center.

Organization:

Quality of Life Department, MWR Division, Cyber Center

II. MAJOR DUTIES

A. Program Management (Critical):

Plans, organizes, and implements a well-rounded recreation program. The purpose of this position is to carry out a variety of assignments that require a practical knowledge coffee shop and INTERNET/PC operations in order to manage the Cyber Center and Coffee Shop. (40%)

Tasks:

1. Develops Cyber Center recreation program which meets the needs of the installation in a timely manner.
2. Administers program in accordance with established regulations and procedures.
3. Mixes coffee, cappuccino, espresso and other drinks according to customer desires.
4. Serves product to patrons, receives payment, operates cash register.
5. Maintain product stocks (e.g. determine material requirements, initiate replenishment orders, conduct periodic inventories.)
6. Transports food items from point of delivery to the Coffee Shop.
7. Maintains an operating change fund
8. Prepares Daily Activity Report (DAR) at close of each work day.

B. Daily Operations (Critical):

Oversees day-to-day operation of Cyber Center and Coffee Shop facility. Observes and enforces rules and regulations. Fosters good relationships with patrons. (40%)

Tasks:

1. Observes and enforces all rules and regulations.
2. Fosters good relationships to ensure safe operation of facility.
3. Reports problems to appropriate personnel in a timely manner.
4. Prepare the shop for daily operations and/or performs necessary to close operations.
5. Ensures equipment is functioning properly.
6. Performs common remedial support (e.g. boot-up, check connections, switches, etc.)
7. Reports more difficult hardware and software malfunctions to the IS Division trouble desk.

C. Housekeeping/Facilities Maint (Critical):

Oversees general housekeeping of facility. Ensures that facility appearance is maintained and that building and grounds are in proper repair. Opens and inspects facilities at the beginning of the day and closes and secures facilities at the end of the day. Reports equipment/facilities problems to appropriate personnel. (15%)

Tasks:

1. Maintains facilities in a clean, sanitary, and orderly condition in accordance with established regulations and procedures.
2. Reports equipment/facilities problems to appropriate personnel in a timely manner.

D. Supervisory Duty (Critical):

Performs supervisory duties. (5%)

Tasks:

1. Plans work to be accomplished by subordinates, sets and adjusts short term priorities, and prepares schedules for completion of work.

2. Assigns work to subordinates based on priorities, the difficulty of the work to be performed, and the capabilities of employees.
3. Finds ways to improve production or increase the quality of the work directed.
4. Develops performance standards for subordinates.
5. Evaluates work performance of subordinates.
6. Delegates or exercises leave authority.
7. Interviews candidates for positions in the unit. Recommends appointment, promotion or reassignment to such positions.
8. Identifies developmental and training needs of employees and provides for or arranges needed development and training.
9. Gives advice, counsel or instruction to employees on both work and administrative matters.
10. Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager.
11. Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of and proficiency in a variety of recreation policies, and associated techniques and procedures as would be acquired through previous experience
2. Knowledge of basic PC operation and Internet access techniques and methods as would be acquired through previous experience.
3. Knowledge of a NAF retail sales related rules, work procedures, equipment, and materials.
4. Ability to plan and organize a recreation program
5. Ability to communicate effectively orally and in writing.

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge

1. -- Knowledge of a wide range of recreation policies, and associated techniques and procedures as would be acquired through

previous experience.

-- Knowledge of a body of standardized military recreation rules, regulations, work procedures, equipment, and materials to materials to develop and administer a Coffee Shop and Cyber Center program.

Factor 2. Supervisory Controls

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, deadlines, and priority of assignments. The employee plans and carries out the various projects of the program and handles problems and deviations in accordance with standing instructions. The employee's day-to-day recurring work is carried out independently and is subject to periodic spot check. The employee is expected to work without supervision and use considerable judgement in managing daily operations.

Factor 3. Guidelines

Broad guidelines exist for the basic activities. The employee uses independence and strong individual judgement to apply guidelines to daily operations.

Factor 4. Complexity

The work consists of duties that involve related steps, processes, or methods. Decisions regarding what needs to be done involves various choices that require the employee to recognize the existence of and differences among a few easily recognizable situations.

Factor 5. Scope and Effect

The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work is required to ensure the safety of personnel using the facility and to plan and implement a well rounded program.

Factor 6. Personal Contacts

Personal contacts are with employees within and outside the immediate organization and with the people using the facility.

Factor 7. Purpose of Contacts

Purpose of contacts is to obtain, clarify, or give facts or information directly related to the work. In some instances, the

contacts are to resolve problems in connection with the assignment.

Factor 8. Physical Demands

Some physical exertion is required in effecting a water rescue. Must be able to lift and carry 45 pounds and over. Much of the time is spent sitting, standing, or walking; however, bending, lifting, pushing, pulling, kneeling, or reaching is required.

Factor 9. Work Environment

Work is performed indoors and outdoors. Involves long periods of exposure to summer sun and chlorinated water.

B. Supervisory grading criteria

Factor 3 - Supv. & Mgrl. Auth. Exercised

This position accomplishes work through the technical and administrative direction of others, including assigning and reviewing work, approving leave, and performing other supervisory functions, as detailed in the duties section of this document.

Factor 5 - Diff. of Typical Work Directed

The highest grade which best characterizes the nature of the basic nonsupervisory work of the organization, and which constitutes 25% or more of the workload of the organization, is GS-2.

V. CLASSIFICATION SUMMARY

In this position:

The supportable grade is GS-05 because 75% of the work is at or above the GS-05 grade level. 75% of the duties are at the GS-05 grade level.

SUPERVISORY WORK - 5% (Not grade controlling)

This work has been evaluated by reference to the Office of Personnel Management General Schedule Supervisory Guide, TS-123, April, 1993.

Factor 1 - PROGRAM:

1A - PROGRAM SCOPE:	Level 1A-	0 Points
1B - PROGRAM EFFECT:	Level 1B-	

Factor 2 - ORGANIZATIONAL SETTING:	Level 2-2,	250 Points
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Factor 3 - SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISED:	Level 3-2c,	450 Points
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Factor 4 - PERSONAL CONTACTS:		
4A - NATURE OF CONTACTS:	Level 4A-	0 Points
4B - PURPOSE OF CONTACTS:	Level 4B-	0 Points

Factor 5 - DIFFICULTY OF TYPICAL		
WORK DIRECTED:	Level 5-1,	75 Points
Factor 6 - OTHER CONDITIONS:	Level ,	0 Points

Total Points: 775	Base Level: GS-2
Initial Grade: GS-0	Final Grade: GS-03

The grade level has been adjusted so that the grade of the position is at least one level higher than the base level of work supervised.

Base level is derived from subordinate list below:

Total subordinates:	3
Total subordinates work directly related:	3
GS nonsupervisory work under normal supervision:	2
Federal Wage System	1
GS-02:	2

Duty A. 40% GS-0189-05 Recreation Aid
Plans and Organizes a Program

Duty B. 40% GS-0189-05 Recreation Aid
Oversees Operations

Duty C. 15% GS-0189-05 Recreation Aid
Oversees Facility

Duty D. 5% GS-0000-03 Supervisor (Base level=02)
Supervisory duties.

CLASSIFICATION STANDARD(S) USED: OPM Position Classification Standards for Recreation Aid and Assistant, GS-189, TS-43 dated May 1980 and Rehabilitation Therapy Assistant Series, GS-636, TS-80 dated June 1969.

CLASSIFICATION REMARKS:

Series Determination. As a Recreation Assist, this position meets the definition for the GS-189 series which includes positions requiring a practical knowledge of one or more recreational activities. This knowledge is used to provide support and assistance in the aquatics program.

Grade Determination. The GS-189 Standard suggests, as examples, using the the General Grade Evaluation Guide for Non-Supervisory Clerical Positions (superseded by the Grade Level Guide for Clerical and Assistance Work, TS-91 dated June 1989) for determination of grade levels.

The GLG for Clerical Assistance standard was used for comparative purposes. The Nature of assignment meets the GS-5 level in that it involves a mixture of standard and non-standard assignment involving different and unrelated steps caused by the combination of Coffee Shop and Cyber Center operations. The work requires extensive knowledge of rules , operations, or business practices.

The Level of Responsibility also meets the example provided by the GLG at the GS-5 level based primarily upon the independence and broad level of responsibility associated with this position.

Title Determination. Recreation Assistant is the approved title for positions at the GS-05 grade level.

Final Classification: Recreation Assistant, GS-0189-05.

US OPM Classification Guide for General Schedule Supervisory Positions, dated April 1998 was applied but had no impact on the grade.

Grade: GS-05

NAF Grade: NF-0189-03 was applied upon determination of the GS grade level.